

United States Patent and Trademark Office

₩.

UNITED STATES DEPARTMENT OF COMMERCE United States Patent and Trademark Office Address: COMMISSIONER FOR PATENTS P.O. Box 1450 Alexandria, Virginia 22313-1450 www.uspto.gov

APPLICATION NO.	FIL	ING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO
09/247,893	02/10/1999		THOMAS J. EDWARDS	660001.479	8170
48500	7590	07/27/2006		EXAMINER	
SHERIDAN			DEANE JR, WILLIAM J		
1560 BROAL DENVER, C			ART UNIT	PAPER NUMBER	
				2614	

DATE MAILED: 07/27/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

	Application No.	Applicant(s)						
·	09/247,893	EDWARDS ET AL.						
Office Action Summary	Examiner	Art Unit						
	William J. Deane	2614						
The MAILING DATE of this communication appears on the cover sheet with the correspondence address								
Period for Reply								
A SHORTENED STATUTORY PERIOD FOR REPLY WHICHEVER IS LONGER, FROM THE MAILING DA - Extensions of time may be available under the provisions of 37 CFR 1.13 after SIX (6) MONTHS from the mailing date of this communication. - If NO period for reply is specified above, the maximum statutory period w - Failure to reply within the set or extended period for reply will, by statute, Any reply received by the Office later than three months after the mailing earned patent term adjustment. See 37 CFR 1.704(b).	ATE OF THIS COMMUNICATION 36(a). In no event, however, may a reply be timulated the control of t	I. tely filed the mailing date of this communication. D (35 U.S.C. § 133).						
Status								
1) Responsive to communication(s) filed on 05/12	<u>2/2006</u> .							
<i>,</i>								
	Since this application is in condition for allowance except for formal matters, prosecution as to the merits is							
closed in accordance with the practice under Ex parte Quayle, 1935 C.D. 11, 453 O.G. 213.								
Disposition of Claims								
4)⊠ Claim(s) <u>97-178</u> is/are pending in the application.								
4a) Of the above claim(s) is/are withdrawn from consideration.								
5) Claim(s) is/are allowed.								
	Claim(s) is/are rejected.							
	Claim(s) is/are objected to.							
8) Claim(s) 97-178 are subject to restriction and/or election requirement.								
Application Papers								
9)☐ The specification is objected to by the Examine	r.							
10)☐ The drawing(s) filed on is/are: a)☐ accepted or b)☐ objected to by the Examiner.								
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).								
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d). 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.								
Priority under 35 U.S.C. § 119								
12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f). a) All b) Some * c) None of:								
1. Certified copies of the priority documents have been received.								
2. Certified copies of the priority documents have been received in Application No								
3. Copies of the certified copies of the priority documents have been received in this National Stage								
application from the International Bureau (PCT Rule 17.2(a)). * See the attached detailed Office action for a list of the certified copies not received.								
See the attached detailed Office action for a list	or the certified copies not receive	3 0.						
Attachment(s)		·						
1) Notice of References Cited (PTO-892)	4) Interview Summary Paper No(s)/Mail D							
 2) Notice of Draftsperson's Patent Drawing Review (PTO-948) 3) Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date 		Patent Application (PTO-152)						

Application/Control Number: 09/247,893

Art Unit: 2614

Election/Restrictions

DETAILED ACTION

Restriction to one of the following inventions is required under 35 U.S.C. 121:

- Claims 97 136, drawn to a method of determining if an agent should service work items of a first work type in a work processing facility, classified in class 379, subclass 379/265/12.
- II. Claims 137- 150, drawn to servicing work items of a work type and states of a contact center, classified in class 379, subclass 379/266.
- III. Claims 165 178, drawn to a system for determining composite preference value, classified in class 709, subclass 226.

The inventions are distinct, each from the other because of the following reasons:

Inventions of Group I, Group II and Group III are unrelated. Inventions are unrelated if it can be shown that they are not disclosed as capable of use together and they have different designs, modes of operation, and effects (MPEP § 802.01 and § 806.06). In the instant case, Group II deals a contact center which determines and selects a state of the contact center among a plurality of differing contact centers states, while the Invention of Group I is a method to determine if an agent should service a work item of a first work type, and Group III deals with assigning an agent to a work type based on composite preference values.

Application/Control Number: 09/247,893 Page 3

Art Unit: 2614

Any inquiry concerning this communication or earlier communications from the examiner should be directed to William J. Deane whose telephone number is (571) 272-7484. The examiner can normally be reached on Flex.

The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

23July2006

WILLIAM J. (DEANE, JR PRIMARY EXAMINER